

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**COMPUTER SUPPORT SPECIALIST
INFORMATION TECHNOLOGY DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs advanced technical work in providing operational and technical support to City users of mainframe and personal computers. Employee reports to the Computer Operations Supervisor.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for providing maintenance, training, problem analysis and resolution, component configuration and installation, hardware and software upgrades, and technical support to City employees using mainframe and personal computers. Work also involves administering the network system and performing system daily processing and backups. Work is performed according to standard procedures, but the employee is expected to use some initiative and independent judgment in accomplishing assigned objectives. Work is performed under limited supervision of the Computer Operations Supervisor.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Provides operational and maintenance support to City employees using mainframe and personal computers, including installing, modifying, maintaining, upgrading, repairing and testing equipment.

Performs scheduled maintenance of main frame computers, including daily system processing and system backups.

Prepares special summary reports for various departments.

Provides operational and maintenance support to City law enforcement agencies; provides weekend and holiday coverage as needed.

ADDITIONAL JOB FUNCTIONS

Performs related work as required.

COMPUTER SUPPORT SPECIALIST

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the operation of the electronic computer and its auxiliary equipment employed in the current operations environment.

Considerable knowledge of the operation, uses and capabilities of electronic computers and of various types of data entry equipment and processes as applied to business procedures.

Considerable knowledge of the technical terminology used in computer operations.

Considerable knowledge of the practices and techniques utilized in networking and repairing computer systems and related peripheral equipment.

Ability to read, interpret, and apply programs in the operation of an electronic computer and its auxiliary equipment.

Ability to understand and carry out complex written and oral instructions.

Ability to diagnose routine program and computer malfunctions.

Ability to analyze and solve problems arising in the operation of networks and microcomputers.

Ability to communicate effectively both orally and in writing.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

MINIMUM EXPERIENCE AND TRAINING

Graduation from a two year college or technical school with major course work in computer systems, basic electronics or a related field, and 3 to 5 years computer or electronic network experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

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Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Salary Grade 15
Non-Exempt